

Priority Maintenance Claims Information



Guidelines to follow:

- New vehicles: Coverage begins on the purchase date listed on the agreement
- Used vehicles: 30-day waiting period applies; no benefits payable during waiting period
- Maintenance must be performed by the selling dealer unless the customer moves more than 50 miles away
- Maintenance services expire at the end of the selected agreement term or when all included services are used
- Maintenance contract does not cover maintenance that is due at the time of sale of a used vehicle

Hours: Monday - Friday,
8:00 am to 6:00 pm EST
Phone: 888.785.9736

Email: claims@capadminpros.com

Schedule of benefits

4 levels of coverage built to suit your needs		FULL MAINTENANCE SERVICE		FIRST BREAK-IN SERVICE		OIL AND FILTER CHANGE	
		NEW	USED	NEW	USED	NEW	USED
BRONZE	12 MONTHS	—	—	—	—	2	2
	24 MONTHS	—	—	—	—	4	4
	36 MONTHS	—	—	—	—	7	7
SILVER	12 MONTHS	1	2	1	—	2	2
GOLD	24 MONTHS	3	4	1	—	4	4
PLATINUM	36 MONTHS	6	6	1	—	4	4

* See agreement for terms, conditions, limitations, and exclusions.

All claims require prior authorization. Repairs should not begin until authorization is received from the Administrator.

Claims Payment Process

All claims must be submitted within 45 days. Claims submitted after 45 days will be denied and require an exception. Claims submitted after 90 days will be denied.

To obtain payment, the contract holder or repair facility must submit a legible copy of the repair order to the administrator. Repair order must contain: customer complaint, repair diagnosis, parts, labor hours, VIN, date, mileage, contract holder name and signature, repair facility name, address, and phone number, repair totals, deductible, and method of payment. Proof of maintenance or self-maintained logs with receipts may be requested.